



FAITH KERUBO ONG'ANYO

HR & ADMINISTRATION | RECRUITMENT
EMPLOYEE OPERATIONS | OFFICE MANAGEMENT

CONTACT



TELEPHONE
0718 282 788



EMAIL
faye.kerubo@gmail.com



LOCATION
Kenya

CORE COMPETENCIES

HUMAN RESOURCES

- Recruitment coordination
- CV screening & shortlisting
- Interview coordination
- Employee onboarding
- Employee records management
- HR administration
- Performance management support
- Employee relations support

PAYROLL & WORKFORCE ADMINISTRATION

- Payroll preparation support
- Leave tracking
- Attendance management
- Staff scheduling
- HR documentation
- Confidential employee information

3

COMPANIES
SUPPORTED

HR

OPERATIONS
SUPPORT

HRM

DIPLOMA —
AWAITING
GRADUATION

5+

FUNCTIONAL
AREAS

PROFESSIONAL PROFILE

Organised and commercially aware HR and office administration professional providing coordinated human-resource and administrative support across three businesses within a growing group structure. Experienced in recruitment coordination, candidate screening, interview scheduling and employee onboarding, alongside the maintenance of accurate and confidential employee records. Supports payroll preparation, leave administration and attendance management while coordinating meetings, reporting and day-to-day office operations. Combines disciplined documentation practice and strict confidentiality with customer-facing commercial experience that strengthens stakeholder communication. Now finalising a Diploma in Human Resource Management and seeking to progress into an HR Officer, HR Assistant or HR & Administration Officer role.

PROFESSIONAL EXPERIENCE

WAFTPAY | ASAP CREDIT | INTOUCH VAS

2025 — PRESENT

Group Office Admin & HR Assistant

Provides coordinated office administration and human-resource support across three affiliated businesses, sustaining consistent people-management processes and dependable daily operations across the group.

- Provide HR and administrative support across Waftpay, ASAP Credit and Intouch VAS, maintaining consistent processes across all three businesses.
- Coordinate recruitment end to end, from CV screening and candidate shortlisting through interview scheduling and employee onboarding.
- Maintain accurate and confidential employee records and HR documentation, ensuring files remain organised and accessible to authorised stakeholders.
- Support payroll preparation by compiling and verifying the employee information required for accurate, timely processing.
- Monitor employee leave entitlements and attendance records, flagging discrepancies for management review.
- Prepare administrative and HR reports supporting management decision-making and operational planning.
- Coordinate cross-departmental meetings, including scheduling, documentation and follow-up on agreed actions.
- Organise day-to-day office operations and administrative collaboration between teams, keeping systems, filing and correspondence up to date.

CORE COMPETENCIES / CONT.

OFFICE ADMINISTRATION

- Office operations
- Administrative coordination
- Meeting & calendar management
- Filing & documentation
- Report preparation
- Correspondence management
- Data entry

CUSTOMER & STAKEHOLDER SUPPORT

- Customer service
- Stakeholder communication
- Client enquiries
- Service coordination
- Relationship management

SYSTEMS & TOOLS

- Microsoft Word
- Microsoft Excel
- Microsoft Outlook
- Microsoft Office Suite

STRENGTHS

- Organisation & prioritisation
- Confidentiality & integrity
- Clear, considered communication
- Adaptability
- Multitasking under pressure
- Relationship building

SECTOR EXPOSURE

- Financial technology
- Consumer credit
- Value-added services
- Automotive retail & service
- Agency banking & mobile money

PROFESSIONAL EXPERIENCE / CONTINUED

RANGE ROVER CENTRE

2024 — 2025

Office Administrator

Combined office administration, customer service and retail sales support within a busy automotive service environment, maintaining operational documentation alongside front-office responsibilities.

- Managed day-to-day office administration and front-office activity, providing a professional first point of contact for clients and visitors.
- Handled customer enquiries and supported service coordination between clients and the workshop team.
- Processed retail sales transactions and maintained the supporting sales documentation.
- Maintained filing systems, business correspondence and accurate service records, keeping job histories complete and readily retrievable.
- Tracked employee attendance and coordinated staff schedules to support adequate daily cover.
- Supported the monitoring of daily operations, escalating administrative issues for prompt resolution.
- Delivered attentive, professional customer service that strengthened the overall client experience.

AUTOMATED

2023

Digital Marketer

Managed targeted digital marketing activity focused on lead generation and customer engagement.

- Coordinated digital marketing campaigns designed to generate customer leads.
- Applied targeted marketing strategies to improve audience engagement across campaign activity.

LIPALATER

2022

Sales Agent

Supported customer acquisition and account documentation within a consumer credit environment.

- Processed customer applications while supporting the achievement of assigned sales objectives.
- Maintained accurate customer records and the associated supporting documentation.
- Assisted customers throughout the application and sales process, explaining requirements clearly.

EQUITY & M-PESA AGENT

2020 — 2021

Sales Associate

Delivered front-line transaction processing and customer service within an agency banking and mobile money environment.

- Processed customer financial transactions accurately and efficiently.
- Reconciled transaction balances and maintained the supporting records.
- Assisted customers with enquiries and service-related issues.

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TARGET ROLES

- HR Officer
- Human Resource Assistant
- HR & Administration Officer
- HR Coordinator
- People Operations Assistant
- Office Administrator
- Administrative Assistant

EDUCATION & PROFESSIONAL DEVELOPMENT

Diploma in Human Resource Management
Zetech University

EXAMINATIONS COMPLETED
AWAITING GRADUATION

Certificate in Computer Studies

2022

Kenya Certificate of Secondary Education

2019

HR & ADMINISTRATION VALUE

MULTI-COMPANY SUPPORT

Coordinated administration and HR support across three businesses, held to one consistent standard.

PEOPLE OPERATIONS

Recruitment, onboarding, employee documentation, attendance, leave and payroll administration.

OFFICE COORDINATION

Meetings, reporting, documentation and day-to-day administrative operations across departments.

CLIENT EXPERIENCE

Customer-facing and commercial experience applied to stakeholder and employee communication.

PROFESSIONAL ATTRIBUTES

Organisational discipline

Structures competing priorities into an orderly, dependable daily workflow.

Confidentiality & integrity

Handles sensitive employee information with discretion and ethical judgement.

Clear communication

Conveys information precisely in writing and in person at every level.

Relationship building

Builds constructive relationships with colleagues, managers and external stakeholders.

Adaptability

Adjusts readily to shifting priorities across multiple businesses.

Composure under pressure

Sustains accuracy and professionalism across concurrent responsibilities.

REFERENCES

Referee details are available on request.

Four professional referees, spanning legal, business, logistics and HR & finance leadership, can be provided on invitation to interview.